IMAC IT Subcommittee Meeting Minutes
Thursday, June 12, 2003 -- DHFS, 1 W Wilson St, Room 672

--Submitted by Debbie Bigler, Milwaukee County DHHS

Present: Debbie Bigler, Bill Blank, Jeanne Brandl, Jill Jokela, Bob Martin, Luann Page, Tony Sis, Laurie Teubert, Pam Waffle, Evie Ryan-Tondryk, Divya Nidhi, Gabe Koroluk, Ken Funck, Sridher Arumugham, Dave Hippler, Sara Edmonds, Mal Jones

By teleconference: Janice Tripp, Diane Peterson

Housekeeping

Debbie Bigler agreed to write the minutes for the June 12th meeting.

Minutes from the May 8th meeting were distributed and approved with the following updates:
- Jill Jokela was present and Janice Tripp participated by teleconference.
- Driver Flows – Clarification and correction were needed. Both will be described in an Operations Memo to be released soon.
- Other Business – There will actually be two new alerts, one will show FS recipients who are also CC providers and the other will show FS recipients who receive a W2 payment on another case.

Review Automated Case Directory Project

Evie gave an overview of a project that will replace the printed Caseload Directory (EOS C717) with a web-based directory. The EOS report will continue to be produced monthly, but won't be printed for distribution by the state. The information expected to be included in the new web-based directory was gleaned from data in the current directory and responses from County staff when asked what they'd like to see in an AE find feature in CARES. The initial Phase I of the project is directed at the Economic Support Worker and Supervisor and is intended to be workload reduction tool.

Gabe Koroluk from Deloitte Consulting presented the current version of what the web-based directory might look like. Included in the presentation were screen samples and handouts. The new web-based directory will allow staff to use a fixed set of queries to view information related to office, caseload, participants and counts/summaries. Several specific items that were decided were: how confidential cases will be listed (PP name, case number, worker and FEP IDs); the detail of the program category to be listed; demographic information that would be helpful; and the reason for requesting lists of intakes pending 20 days (so that they can be completed prior to the 30 day processing requirement).

It is hoped that Phase I could be implemented in September 2003. Data in the new directory will be current (no historical info) and will be refreshed weekly.

A Phase II is planned for a future date that will include more detail to the data that will be available.

CARES Wish List
No update at this meeting.

Review of CARES Project List
Evie started to go over a new, random list of CARES DHFS Business Area Priorities, giving general information on each item. This list is similar to one distributed to the group in February. The group got to page 6, through the Senior Care section and will continue this discussion at the next meeting on July 10th.

Milwaukee/Dane Change Center
Debbie reported that the Milwaukee County Change Center processed 4800 updates in April 2003. The telephone lines that go into the Change Center are operational, however, the Apropos system which gathers data is still unavailable.

Tony reported that the Dane County Change Center processed 2,818 changes for May 2003, with four days in the month generating over 200 calls. Dane County may increase the staffing of the phone line from three to four slots. New refrigerator magnets have been produced to promote the project.

Other counties expressed interest in purchasing services through current or future change centers. This is an option that could be explored.

Other Business
Divya talked about dates entered on CARES screen ACPA. The issue is that workers around the state are updating the ACPA effective and override dates at review with the date the review is done. The date fields were intended be updated only on new requests for assistance or other special circumstances, and used to capture the application date. The practice of updating these dates began when workers experienced problems with a "9 Month Live" error message that's produced when older dates remain in the fields. Rather than changing the way workers have been updating the fields, a new field will be created capture the date of MA applications.

Divya also talked about possible updates to the name query screen AQIN. The three changes would be to mask certain demographic info like SSN and DOB for individuals who are on cases marked confidential, have an field that will show the last county on record, and a sort feature where a worker could indicate that only the exact spelling requested would come up in the listing.

Next Meeting
July 10, 2003, DHFS Building, 1 W Wilson St, Room 672